

**Condition 29: Operation Support Systems (OSS) Collaborative**  
SBC/Ameritech Illinois Merger

**Illinois OSS Issues In Dispute**  
Telecom Policy Meeting - August 10, 2000

The items contained in this document reflect the nature of the issues where the parties could not reach agreement during the IL OSS Collaborative process associated with Phase 2 of Condition 29 of the SBC/Ameritech Illinois Merger (98-0555). SBC/Ameritech and the parties active in the dispute will each submit their respective positions on each issue to further clarify the items in dispute.

Issue Description/Characterization	CLEC(s) Active in the Dispute	IL Issue Nbr(s)
<p><b>Application Versioning</b></p> <p>Application versioning involves the technical ability, process and timeframe by which SBC/Ameritech supports multiple versions of a production application.</p> <p>The parties have agreed upon the method of versioning to be implemented for application releases as documented in the written agreement document. SBC/Ameritech plans to implement versioning as detailed in March 2001. CLECs want versioning of application releases to be supported prior to March 2001.</p>	<p>AT&amp;T<sup>1</sup> CoreComm McLeodUSA WorldCom</p>	<p>1</p>
<p><b>Joint Testing - Long Term</b></p> <p>Joint Testing is a process by which individual CLECs can test a given application release with SBC/Ameritech prior to the date that it is introduced into the production environment.</p> <p>SBC/Ameritech has stated that joint testing will be rolled out in IL in March 2001 in a manner consistent with 3 joint testing documents from the SWBT and PacBell regions (distributed to the collaborative on 7/13-14). CLECs have specific issues with the proposed joint testing process.</p>	<p>AT&amp;T<sup>1</sup> CoreComm Covad McLeodUSA WorldCom</p>	<p>2</p>
<p><b>Change Management Process (CMP) - OIS Voting Rules</b></p> <p>The CMP process defines the standards by which business is conducted between the CLECs and SBC/Ameritech related to all changes that occur to SBC/Ameritech's Operational Support Systems (OSS) interfaces.</p> <p>One issue remains in order to finalize the SBC 13 State Change Management Process that has been in negotiation since November 1999. The remaining issue involves the Outstanding Issue Solution (OIS) voting process. It's also unclear what framework will be followed when introducing OSS changes as committed to in the revised Plan of Record.</p>	<p>AT&amp;T CoreComm<sup>1</sup> McLeodUSA WorldCom</p>	<p>4</p>
<p><b>Change Management Process (CMP) Transition Plan</b></p> <p>The CMP transition plan defines the process that SBC/Ameritech will take when moving from the existing 5 state regional CMP to the 13 state SBC CMP. Basically it is the detailed plan for moving to the 13 State CMP over time.</p> <p>SBC/Ameritech has provided a CMP transition plan to the CLEC CMP drafting team. CLECs are currently reviewing the draft transition plan.</p>	<p>CoreComm<sup>1</sup> McLeodUSA WorldCom</p>	<p>5</p>

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<p><b>SBC/Ameritech Hours of System Availability</b> Hours of system availability are those hours that SBC/Ameritech can guarantee their operational support systems (OSS) will be in operation and available for use by the CLECs.</p> <p>The hours of system availability as specified by SBC/Ameritech in the written agreement document for pre-ordering, ordering and maintenance &amp; repair hours are in dispute by the CLECs.</p>	AT&T CoreComm Covad Focal McLeodUSA WorldCom <sup>1</sup>	6
<p><b>Interface Development Rule - Detailed Specification Requirements</b> CLECs and SBC/Ameritech disagree upon the level of business rules/specifications to be provided by SBC/Ameritech per the merger order during the current Phase 2 collaborative process. A process to deal with disputes that arise related to specifications and whether and how to arbitrate these issues is in question.</p>	AT&T <sup>1</sup> CoreComm Covad WorldCom	9 16 19 20 24 40
<p><b>Customer Service Record (CSR) Lite Address Validation</b> When a CSR (or order) is received by SBC/Ameritech validation rules are applied to certain fields on the order. Specifically this issue focuses on the request by CLECs to relax the validation rules that apply to the address fields on migration orders.</p> <p>The parties have agreed upon the way address validation will be relaxed for migration orders on the following products: resale, CPO, and loop with number port. However, the remaining two items are in dispute:</p> <p>(a) SBC/Ameritech plans to implement relaxed address validation for the products listed above in December 2000. CLECs would like the functionality be implemented earlier than December 2000.</p> <p>(b) Covad objects to the fact that relaxed address validation as agreed upon in the written agreement document will not be implemented for line sharing orders.</p>	AT&T Covad <sup>2</sup> Focal McLeodUSA WorldCom	13
<p><b>Flow Through</b> Flow through as defined by the performance measurement collaborative related to OSS is any order that is electronically received from a CLEC and processed through Ameritech's ordering interface into ACIS (the Ameritech service order system) without manual intervention.</p> <p>SBC/Ameritech has shared with the CLECs their current plans to increase flow-through capabilities of their OSS over the next 12 months. CLECs would like increased commitment on the part of SBC/Ameritech to improve flow-through capabilities over time.</p>	AT&T <sup>1</sup> CoreComm Covad McLeodUSA NextLink NorthPoint Rhythms WorldCom	18

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<p><b>Ordering Graphical User Interface (GUI)</b> SBC/Ameritech has outlined in the written agreement document, plans to provide an Ordering GUI in March 2001.</p> <p>CLECs have requested that the Ordering GUI be implemented prior to March 2001. As a compromise SBC/Ameritech has entered into negotiations with interested CLECs to contract with a third party vendor to implement an interim GUI in October 2000. Until CLECs have a solid agreement on an interim GUI this issue is in dispute.</p>	AT&T Covad McLeodUSA WorldCom <sup>1</sup>	19
<p><b>Dark Fiber/Copper Inquiry Process</b> A process is in place to allow CLECs to inquire regarding the placement and availability of dark fiber and copper at specific SBC/Ameritech locations. RCN states that the process is too time-consuming and paper-intensive</p>	RCN <sup>1</sup>	94
<p><b>DSL Loop Qualification</b> CLECs want SBC/Ameritech to provide pre-ordering functionality to view the available spare loops for a particular address and to reserve a loop in advance of placing orders. Additionally, the CLEC's want to view the configuration of a terminal so they can make an informed decision about which feeder cable/medium can best serve the customer. The functionality being requested by the CLECs is not currently included in their plan of record.</p>	Covad <sup>2</sup>	29 31
<p><b>DSL Loop Qualification – Information Update Process</b> CLECs have asked SBC/Ameritech to develop and implement a formal process by which DSL loop qualification information will be updated in situations where SBC/Ameritech engineers find the information recorded to be out of date or inaccurate. CLECs have placed this issue in dispute until they are able to review and verify a written policy on this subject from SBC/Ameritech.</p>	CoreComm <sup>1</sup>	34
<p><b>Cooperative Testing – Loops</b> Cooperative loop acceptance testing involves the physical coordination of testing at the time the work is performed by field technicians from both SBC/Ameritech and the CLEC who placed the request.</p> <p>A cooperative testing process has been designed but CLECs state it is not working as specified by the process.</p>	NorthPoint <sup>3</sup>	56
<p><b>Unsolicited 865 Transactions</b> Unsolicited 865 transactions are 'provider initiated reply transactions' sent to CLECs from SBC/Ameritech to communicate a change of information on the original firm order confirmation (FOC) or to signal a change of status on the order.</p> <p>The field level details related to the information contained on unsolicited 865 transactions are in dispute by the parties.</p>	AT&T <sup>1</sup> CoreComm McLeodUSA NextLink WorldCom	42

Issue Description/Characterization	CLEC(s) Active in the Dispute	IL Issue Nbr(s)
<p><b>Hot Cuts: Coordinated Process and Procedures</b></p> <p>The process to be followed when an existing Ameritech customer is switching service to a CLEC involves two separate changes that must be made almost at the same time by the CLEC and SBC/Ameritech to ensure that the customer does not lose service. Coordinated cuts are scheduled the day of the cut over via a phone call between the two parties involved.</p> <p>As an out growth of the WI OSS Collaborative CLECs and SBC/Ameritech have been working on the processes and procedures for Hot Cuts since early June. IL CLECs interested in providing input to the Hot Cut process some have participated in these WI sub-team meetings. There is still process and procedure disputes between the parties despite the work of the sub-team.</p>	<p>AT&amp;T<sup>1</sup> CoreComm McLeodUSA WorldCom</p>	46
<p><b>Hot Cuts: Desired Frame Due Time</b></p> <p>The process to be followed when an existing Ameritech customer is switching service to a CLEC involves two separate changes that must be made almost at the same time by the CLEC and SBC/Ameritech to ensure that the customer does not lose service. The requested cut over time that is negotiated ahead of time between the CLEC and SBC/Ameritech is referred to as the 'Frame Due Time'.</p> <p>The process surrounding the frame due time functionality has not been finalized. The item is in dispute until agreement can be reached on the detailed process to support desired frame due time and coordinated hot cut functionality.</p>	<p>AT&amp;T<sup>1</sup> CoreComm McLeodUSA WorldCom</p>	47
<p><b>Billing Account Numbers (BANs)</b></p> <p>Billing account numbers (BANs) are assigned within SBC/Ameritech's systems to identify the billing account to which recurring and non-recurring charges generated by service requests are to be billed.</p> <p>The process surrounding the assignment of BANs is in dispute by the CLECs.</p>	<p>AT&amp;T CoreComm Covad Focal WorldCom</p>	50
<p><b>Directory Listing Ordering and Inquiry</b></p> <p>a) SBC/Ameritech has committed to support the inquiry of directory listings orders over a single interface for all orders, except partial migrations, in September 2001. CLECs would like directory listing orders to be supported over a single interface prior to September 2001.</p> <p>b) The functionality and or process by which SBC/Ameritech will provide CLECs with directory listing information published for UNE loop end users after those listings have been published is in dispute.</p>	<p>AT&amp;T<sup>1</sup> CoreComm McLeodUSA WorldCom</p>	62

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<p><b>Retain Current Listings</b></p> <p>Retain current listings allows CLECs who place orders with SBC/Ameritech for customers where their listing information remains the same to not have to place a second order with Ameritech Publishing who is responsible for directory listings.</p> <p>SBC/Ameritech does not intend to support partial migrations for their retain current listing functionality. CLECs would like partial migrations to be supported by SBC/Ameritech.</p>	<p>AT&amp;T CoreComm<sup>1</sup> McLeodUSA WorldCom</p>	<p>11</p>
<p><b>UNE-P: Ordering, Billing</b></p> <p>a) The existing UNE-P product offerings supported in IL is in dispute by the CLECs.</p> <p>b) WorldCom has asked that SBC/Ameritech's Carrier Access Billing System (CABS) support billing for all UNEs, combo of UNEs and interconnections. SBC/Ameritech will support this request by October 2001 as part of a commitment from the FCC Uniform and Enhanced Collaborative but WorldCom would like to see it implemented sooner.</p>	<p>WorldCom<sup>1</sup></p>	<p>73</p>
<p><b>Line Splitting</b></p> <p>Line splitting is the physical division/split of the high frequency portion of the loop (used for data services) from the low frequency portion of the loop (used for voice services). One provider supplies a customer data service while a separate provider, not Ameritech, offers the same customer their voice service.</p> <p>CLECs have requested that SBC/Ameritech support ordering that will allow a CLEC to provide voice services over a loop and the same CLEC, or a different CLEC to provide data services over the high frequency portion of the loop. Ameritech in this scenario would not provide either the voice or the data on the loop in question. Today, SBC/Ameritech does not provide this functionality as a product offering.</p>	<p>AT&amp;T<sup>1</sup></p>	<p>74</p>
<p><b>Line Sharing (Ordering)</b></p> <p>Line Sharing involves the situation where SBC/Ameritech provides voice service over the low frequency portion of the loop while another CLEC provides data service over the high frequency portion of loop to the same customer.</p> <p>CLECs need to be able to order line sharing without EDI prior to March 2001. SBC/Ameritech has committed to provide an alternative method for CLECs to submit line sharing orders via Fax prior to the rollout of the Ordering GUI in March 2001 but their offer is on a conditioned basis.</p>	<p>NorthPoint<sup>3</sup></p>	<p>97</p>

<sup>1</sup> The company who will represent the unified CLEC position during the August 10 Policy Meeting.

<sup>2</sup> Covad's written position will be presented during the August 10 Policy Meeting by WorldCom.

<sup>3</sup> Northpoint's written position will be presented during the August 10 Policy Meeting by a CLEC they appoint.

## Appendix A - Acronym List

ARAF	Ameritech Remote Access Facility
BAN	Billing Account Number
CABS	Carrier Access Billing System
CFA	Connecting Facility Assignment
CMP	Change Management Process
CORBA	Common Object Request Broker Architecture - an industry standard protocol for the mechanical exchange of data between computer systems
CSR	Customer Service Record
DSL	Digital Subscriber Line
EDI	Electronic Data Interchange
FMO	Future Method of Operation
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HFPL	High Frequency Portion of the Loop
LSOG	Local Service Ordering Guideline
LSR	Local Service Request
M&R	Maintenance and Repair
NCI	Network Channel Interface
OIS	Outstanding Issue Solution
OSS	Operations Support System
PMO	Present Method of Operation
POR	Plan of Record
UNE-P	Unbundled Network Element Platform